

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Mark A. Angel et al.

Title: DISTRIBUTED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS AND METHODS

Docket No.: 1546.013US1
Filed: February 21, 2002
Examiner: Unknown

Serial No.: 10/081,125
Due Date: N/A
Group Art Unit: 2161



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Commissioner for Patents
Washington, D.C. 20231

We are transmitting herewith the following attached items (as indicated with an "X"):

- ☒ A return postcard.
- ☒ An Information Disclosure Statement (2 pgs.), Form 1449 (1 pg.), and copies of 25 cited references.

Please consider this a PETITION FOR EXTENSION OF TIME for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

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By: Suneel Arora
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CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on this 24 day of February, 2003.

Candis B. Buending
Name

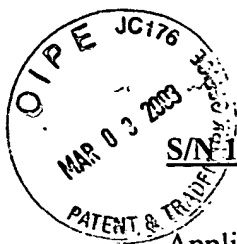
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Customer Number 21186

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2161
#45
3-10-03



S/N 10/081125

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Mark Angel et al.	Examiner:	Unknown
Serial No.:	10/081,125	Group Art Unit:	2161
Filed:	February 21, 2002	Docket:	1546813US1
Title:	DISTRIBUTED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS AND METHODS		

INFORMATION DISCLOSURE STATEMENT

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Assistant Commissioner for Patents
Washington, D.C. 20231

In compliance with the duty imposed by 37 C.F.R. § 1.56, and in accordance with 37 C.F.R. §§ 1.97 *et. seq.*, the enclosed materials are brought to the attention of the Examiner for consideration in connection with the above-identified patent application. Applicants respectfully request that this Information Disclosure Statement be entered and the documents listed on the attached Form 1449 be considered by the Examiner and made of record. Pursuant to the provisions of MPEP 609, Applicants request that a copy of the 1449 form, initialed as being considered by the Examiner, be returned to the Applicants with the next official communication.

Pursuant to 37 C.F.R. §1.97(b), it is believed that no fee or statement is required with the Information Disclosure Statement. However, if an Office Action on the merits has been mailed, the Commissioner is hereby authorized to charge the required fees to Account No. 19-0743 in order to have this Information Disclosure Statement considered.

The Examiner is invited to contact the Applicants' Representative at the below-listed telephone number if there are any questions regarding this communication.

INFORMATION DISCLOSURE STATEMENT

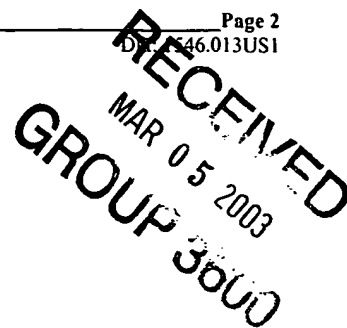
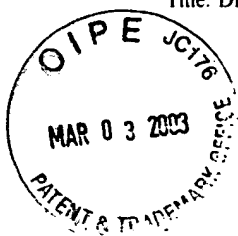
Serial No :10/081125

Filing Date: February 21, 2002

Title: DISTRIBUTED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS AND METHODS

Page 2

DPK 46.013US1



Respectfully submitted,

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By 

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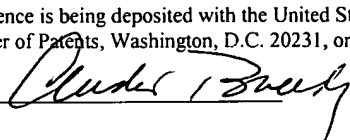
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Candis B. Buending

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Substitute for form 1449A/PTO
**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Complete if Known

Application Number	10/081,125
Filing Date	February 21, 2002
First Named Inventor	Angel, Mark A.
Group Art Unit	2161
Examiner Name	Unknown

Attorney Docket No: 1546.013US1

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US PATENT DOCUMENTS

Examiner Initial *	USP Document Number	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	Filing Date If Appropriate
	US-5,553,226	09/03/1996	Kiuchi, I., et al	395	161	10/30/1989
	US-5,555,408	09/10/1996	Fujisawa, H., et al	395	600	10/25/1993
	US-5,568,640	10/22/1996	Nishiyama, T., et al	395	600	09/20/1994
	US-5,594,837	01/14/1997	Noyes, D.	395	63	10/17/1994
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FOREIGN PATENT DOCUMENTS

Examiner Initials*	Foreign Document No	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	T ²
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OTHER DOCUMENTS -- NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		CHAKRABARTI, S., et al., "Scalable feature selection, classification and signature generation for organizing large text databases into hierarchical topic taxonomies", <i>The VLDB Journal</i> , Vol. 7, (1998), pp. 163-178.	
		LI, Wen-Syan, et al., "PowerBookmarks: A System for Personalizable Web Information Organization, Sharing and Management", <i>Proc. ACM SIGMOD Int'l. Conf. on Management of Data</i> , Vol. 28, (1999), pp. 565-567.	
		TKACH, D. "Information Mining with the IBM Intelligent Miner Family", (1998), <i>An IBM Software Solutions White Paper</i> , pp. 1-29.	

EXAMINER**DATE CONSIDERED**

Substitute Disclosure Statement Form (PTO-1449)

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹ Applicant's unique citation designation number (optional) ² Applicant is to place a check mark here if English language Translation is attached